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# CT 3112 - PROFESSIONAL SKILLS – Communication in the workplace – Dealing with conflict

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# Nobel Peace Prize





## Conflict resolution:

key steps for avoiding  
conflict and effectively  
resolving it when necessary

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1. Identify the root cause of the conflict

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**2. Encourage open communication**

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### 3. Focus on common ground



# 4. Brainstorm solutions



# 5. Choose the best solution





## 6. Follow up

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Principles of dealing  
with difficult behavior





Remain calm





Listen actively





Show empathy





Avoid Blaming





Identify  
Underlying  
Concerns





Collaborate





Maintain  
Boundaries



# Dealing with conflict

- Get control of yourself
  - listen to the other person, do not interrupt
  - don't react or argue
  - buy time to think
- Reduce the defensiveness of the other person
  - defuse any hostility
  - listen actively
  - avoid blaming
  - do not automatically reject what they say
- Now address the issue
  - identify underlying concerns or interests
  - restate or paraphrase the problem in terms of concerns and issues, show you understand
  - invite or tempt the other person to work with you on finding solution



# Thank You



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